

# General Administration



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| Purpose       | The General Administration appropriation funds the administrative support and oversight staff of the Department. The General Administration team is responsible for fiduciary oversight for the \$6.0 billion budget and for program compliance and integrity for all state and federally funded programs administered by the Department.   |  |
| Who Is Helped | <p>The current staff of 281 employees provides leadership, management, and support for the delivery of quality human services to more than 982,546 individuals/families.</p> <p>4,375 Field, CSRU, Facility and program staff responsible for actual delivery of service rely on General Administration for policy and technical expertise, support, and oversight.</p> <p>Over \$5.6 billion (94 percent) of the \$6.0 billion DHS budget is paid to vendors, providers, and lowans in the form of provider claims, service/goods payments, and program benefits.</p>  |  |
| Services      | <p>General Administration is organized into seven divisions, as well as the Director's office. The divisions include:</p> <ul style="list-style-type: none"> <li>• Iowa Medicaid Enterprise</li> <li>• Mental Health and Disability Services</li> <li>• Adult, Children, and Family Services</li> <li>• Field Operations - Child Support Recovery Unit</li> <li>• Data Management</li> <li>• Fiscal Management</li> <li>• Policy Coordination</li> </ul> <p>General Administration staff:</p> <ul style="list-style-type: none"> <li>• Design or update programs/service requirements to comply with state and federal law.</li> <li>• Implement key services through DHS staff in the field or facilities or via community providers.</li> <li>• Develop, monitor, and account for the budgets under more than 75 active appropriations, funds, and federal funding sources.</li> <li>• Maintain and update web-based and mainframe based applications and network connection points to support DHS offices in all 99 counties.</li> <li>• Oversee direct service delivery by Field, CSRU, and the nine facilities.</li> </ul> |  |

**IME:** 32 staff are responsible for Medicaid and the new Iowa Health and Wellness Plan with a \$4 billion budget, and CHIP/*hawk-i* with a \$150 million budget; as well as oversight of nearly \$80 million in contracts and over \$4 billion in provider payments annually.

**MHDS:** 19 staff are responsible for the MHDS redesign planning and implementation, oversight of the 6 DHS facilities, accreditation of more than 240 community providers annually, [administrative oversight of DHS Targeted Case Management](#), and monitoring and oversight of 120 contracts with an annual budget of over \$110 million.

**ACFS:** 60 staff are responsible for policy and state/federal compliance for FA, FIP, PROMISE JOBS, CCA, Child Abuse, and CFS programs and over \$1.1 billion in contracts for basic services, CCA, and CFS.

**Field:** 26 staff are responsible for oversight of all field operations, abuse registries, record check evaluations for all employee applicants for Iowa health care facilities and DHS staff, interstate compact on placement of children, help desks for case consultation and advice, quality improvement (Lean Business Process Improvement), and monitoring and oversight of nearly 410 contracts.

**DDM:** 130 staff and contractors support 100 management information systems, 327 servers and support networks for DHS in all 99 counties, providing over 34,240 technical help desk inquiries annually to ensure DHS systems and data security are maintained in accordance with all state and federal law.

**Fiscal:** 46 staff budget, monitor, and account for a \$6.0 billion budget, process approximately 35,000 claims for payment to vendors and employee travel reimbursement and provide oversight for over 150,000 payments to clients and providers, provide service contract support for 1,568 DHS service contracts, coordinate all state and federal financial and program audits, manage the Department's federal cost allocation plan, and submit more than 175 required federal reports annually.

**Policy Coordination Unit:** 11 staff process over 9,100 appeals and 4,050 exceptions to policy annually, manage and publish rules and the DHS employee manual, and provide public policy information as requested.

***A complex chain of events is initiated by DHS General Administration when the Legislature or Congress passes a new law or changes existing law.***

Legislature or Congress passes a new law or changes existing law relating to DHS services

Identify program changes and requirements  
Program planning and design  
Write or revise rules  
Write new or revise employee manual  
May require vendor contract changes or creating RFP and procuring new vendor services

Identify information systems changes  
Code, Test, Data conversion

Set up budget/account systems  
If new, estimate method for payment

Train staff  
Notify clients and/or providers

Implement  
Pay bills  
Monitor performance  
Answer questions

These activities occur **simultaneous** with management of more than 120 current programs.

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|                    | <ul style="list-style-type: none"> <li>✓ <i>General administrative staff comprise less than 6 percent of total DHS staff.</i></li> <li>✓ <i>Fiscal Management is responsible for a \$6.0 billion budget, including \$4.1 billion in federal funding from many different funding sources.</i></li> </ul>  |  |
| Goals & Strategies | <p>Goal: Effectively Manage Resources</p> <p>Strategies:</p> <p>Implementation of State and Federal Law</p> <ul style="list-style-type: none"> <li>• Implement state and federal law accurately and timely</li> <li>• Assure program design and delivery are efficient and effective</li> <li>• Ensure program integrity</li> </ul> <p>Effective Budget Management</p> <ul style="list-style-type: none"> <li>• Ensure cost management consistent with available resources</li> <li>• Sustain or improve Federal Financial Participation</li> </ul> <p>Customer Service</p> <ul style="list-style-type: none"> <li>• Pay providers timely</li> <li>• Respond timely to client/provider appeals</li> <li>• Respond timely to the inquiries from stakeholders including the Legislature and the public</li> </ul> <p>Resource Management</p> <ul style="list-style-type: none"> <li>• Implement new ELIAS eligibility system and new MIDAS IME payment system</li> </ul> | <p>In SFY15:</p> <ul style="list-style-type: none"> <li>• DHS achieved Iowa Medicaid savings of nearly \$46.8 million through program integrity cost avoidance or recoveries while maintaining essential healthcare services and provider rates.</li> <li>• 100 percent of DHS operational budgets were managed without deficits or supplementals. However, 3% of DHS program budgets required additional funding to close the fiscal year.</li> <li>• Overall DHS expenditures included approximately \$3.9 billion in federal funding – approximately 57.6 percent of all expenditures.</li> <li>• DHS processed 100 percent of vendor payments within 45 days.</li> <li>• DHS processed over 9,100 appeals and 4,050 exceptions to policy.</li> <li>• DHS processed 158 pages of administrative rule changes in 31 administrative rule submissions.</li> <li>• DHS processed 479,000 words in 713 documents for translation into 27 distinct languages.</li> <li>• DHS prepared 1,457 responses to stakeholders including Legislators, Congressional delegates and others.</li> <li>• DHS worked to procure managed care vendors to operationalize the Medicaid Modernization initiative. Support staff ensures program oversight, independent verification and validation, and high-quality procurement through comprehensive contracting processes and training.</li> </ul> |
|                    | <ul style="list-style-type: none"> <li>✓ <i>General Administration manages the Department's federal cost allocation plan to ensure compliance with federal requirements while maximizing federal funding available to the state for human services programs.</i></li> </ul>  |  |
| Legal Basis        | <p><b>State:</b></p> <p>Iowa Administrative Code, 441 IAC 11.11(1)(a)</p>  |  |